
CONFERENCE MANAGER POSITION DESCRIPTION

Conference Managers will serve an integral role in the Department of Residence Life Summer Program. They will serve as a knowledgeable resource for visiting groups and the summer staff. The Conference Manager position is a Residence Hall live-in position. Primary responsibilities will include serving in an administrative capacity for many aspects of the summer program.

As well as having many of the same obligations as Conference Assistants, Conference Managers will have additional responsibilities tied to their capacity to deal with emergency situations and provide extended customer service.

The Department of Residence Life will be considered your primary employer. Outside activities must be limited so they will not conflict with Residence Life responsibilities. Conference Managers will be allowed, after completing an outside time commitment form with the Department of Residence Life, to take 1 class per session or work up to 10 hours per week.

Specific responsibilities will include:

1. Be available, approachable, and visible to guests and staff on campus. Plan to be available every other weekend to connect with Camp Directors maintaining that connection throughout the week. Make rounds as needed, initiate conversations, and continually evaluate the satisfaction of all groups. Make contact with camp staff as appropriate.
2. Attend all regularly scheduled training sessions and staff meetings.
3. Perform campus duty responsibilities and carry the back-up duty cell phone when on duty. Coordinate this schedule with the other Conference Managers.
4. Assist with the operation of the reception desk and staff it on a schedule with the other summer Conference Staff.
5. Assist in the management of the summer programs.
 - Assuring proper preparation of the buildings prior to a camp's arrival as needed.
 - Assistance during camp check-in and check-out.
 - Posting all information, announcements or notes for camp participants as applicable.
 - Completing an assessment of building condition and room inventory at the end of a group's stay as needed.
 - Reporting any disruptive/destructive behavior of a group's participants to appropriate individuals.
 - Completing any miscellaneous duties as required; e.g., making signs, damage reports, etc.
 - Assist in assessing special staffing needs and determining coverage.
 - *Covering any missed desk shifts* (or delegating coverage) and reporting problems with staff to an appropriate supervisor.
 - Providing a contact point for the various offices that will work with the summer operation.
 - Understand the camp billing process.

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6. Understand and abide by University and Residence Hall policies and procedures.
7. Act as an ambassador of the University and assist guests with whatever questions or needs they might have. Respond to emergencies and customer service concerns with professionalism and responsibility.
8. Encourage an atmosphere of mutual respect and consideration among guests and staff.
9. Assist in the transition of the residence halls from academic year to summer through the room inspection process, and with the transition back to the academic year. (Specific responsibilities will be outlined throughout the summer.)
11. Serve as a role model and resource for the summer Conference staff. Confront staff appropriately when necessary.
12. Be able to respond to emergencies and make calm, rational decisions, especially when on duty.

Perform other duties as assigned by the Department of Residence Life.

